### M:\MCFRS Department Logos\Logos for Print (High Resolution)\MCFRS_Logo_RedBG - 1in.jpgMontgomery County Fire & Rescue Service

## Individual Performance Planning and Assessment Form

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| **EMPLOYEE INFORMATION** |
| Employee Name**: EMPLOYEE’s NAME****Oracle Employee ID# (from *MCtime/Telestaff*):** Hire/Anniversary Date:  | Rank/Position: **Fire Fighter I**Station/Unit/Shift: STATION/UNIT/SHIFT |
| Supervisor Name: SUPERVISORS NAMESAdditional Feedback supplied by:(list) | Reviewing Official Name: BC’s Name |
| Type of Appraisal (Check)\_\_\_\_\_Annual\_\_\_\_\_Interim \_X\_\_ Probationary | Review Period**From 12/9/2019 – DO NOT CHANGE** |
| **DOCUMENTATION SIGNATURES** |
| **Activity to be documented** | **Date** | **Signature** |
| Performance Plan Finalized\* (Employee) | Fill this out |  |
| Performance Plan Finalized (Supervisor) | Fill this out |  |
| Optional Mid Year Progress Discussion (Employee) |  |  |
| Optional Mid Year Progress Discussion (Supervisor) |  |  |
| Evaluation Reviewed by Employee\* | **No sooner than 11/9/2020** |  |
| Evaluation Finalized by Supervisor | **No sooner than 11/9/20** |  |
| Evaluation Reviewed by Reviewing Official  |  |  |
| **ACKNOWLEDGEMENT OF RECEIPT OF PLAN AND EVALUATION** |
| \*Your signature indicates that you have read and discussed this evaluation with your supervisor but does not necessarily indicate that you agree with the comments or overall evaluation. You may write any comments you would like to make in the space below or on a separate sheet you attach to this form. |
| **OVERALL RATING** |
| \_\_\_\_\_Exceptional\_\_\_\_\_Above Expectations | \_\_\_\_\_Meets Expectations\_\_\_\_\_Does Not Meet Expectations (DNME) |
| **DEVELOPMENTAL ACTION PLAN**For expectations receiving a DNME on the prior appraisal |
| Expectation Group Name:Action Plan for ImprovementRe-assessment date: |
| **CAREER DEVELOPMENT GOAL (OPTIONAL)**CAREER OUTLOOK DISCUSSION (not included in rating) |
| Career Goals & Training Plan:Year End Accomplishment Summary |
| PROGRESS DISCUSSION NOTESTO DOCUMENT THE MID-YEAR PROGRESS DISCUSSION |
|  |
| **OVERALL COMMENTS\***Immediate Supervisor and Employee ONLY. Indicate if employee comments are attached. |
| **MUST COMLETE OVERALL COMMENTS – This can be a separate page or memo.** |

**Instructions:** Read all Performance Rating Category descriptions. Check the category which most consistently describes the typical performance of the employee. Take rank and experience into account. Before considering the next higher rating, the employee should be performing all aspects of the lower rating category. If the employee has not had sufficient opportunity to demonstrate this skill or you have no information on their performance, DO NOT provide a rating. Indicate as “Not Applicable.”

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| **CRITICAL SKILL: Probationary Employee Training Program (PETP)** |
| **Expected Outcome:** Successful completion of the Probationary Employee Training Program. |
| **Check Performance****Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Fails to successfully complete PETP**.**  |
|  | Meets | Successfully completes PETP. Completes all written assignments and skill assignments successfully. Each module completed in the time prescribed. No remedial training or retesting needed.  |
|  | Above | Completes each written module with little direction from supervisor. Consistently participates in physical training in order to maintain requirements.  |
|  | Exceptional | Performs PETP skills with a high level of speed and accuracy. Written modules are well written with individual paraphrasing.  |
| **\*Comments** (Comments supporting a DNME rating are REQUIRED.) |
| **CRITICAL SKILL: Customer Relations** |
| **Expected Outcome**: Accommodation of religious, cultural and language differences. Employee uses appropriate language/behavior to be non threatening and understood by citizen/patient. Maintains confidentiality. Appearance is neat and in conformance with the uniform and grooming policy. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Displays unprofessional behavior or negative decorum. Fails to comply with uniform and grooming standards. Dept. has received unfavorable feedback from the public. Actions are detrimental to the image of the fire service. Improperly discloses confidential information. |
|  | Meets | Shows consideration to the citizens involved in a given incident. Provides comfort and assistance, and is respectful of the property and feelings of those involved in incidents. Focuses on the customer's needs. Attempts to elicit information and cooperation. Presents a positive image of the Fire and Rescue Service. Understands and supports departmental policy on release of information. |
|  | Above | Treats all people, regardless of ethnic, religious, or cultural background with respect. Takes time to listen, and provide comfort and reassurance. Performs job in such a manner that it enhances the reputation of the Fire and Rescue Service. |
|  | Exceptional | Receives letters of commendation. Makes an extra effort to seek, understand and take cultural differences and customer needs into account. Consistently strives to improve the image of the fire service. Actively engaged in public relations efforts or projects. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **CRITICAL SKILL: Hose Lines & Fire Attack** |
| **Expected Outcome**: Safe, quick, and effective use of hand lines, nozzles, and water patterns for fire suppression. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Unable to describe and perform various layouts. Unfamiliar with lengths and sizes and often makes the wrong selection. Makes errors in execution of standard evolutions. Needs constant direction in hose, nozzle type, and water deployment. |
|  | Meets | Properly pulls/carries, deploys and repacks various sized hand lines. (e.g. 2 1/2" line, 1 3/4" hose line) |
|  | Above | Consistently deploys proper stream for fire attack. |
|  | Exceptional | Deploys standard evolutions quickly and safely. Trouble shooting and creativity demonstrated. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **CRITICAL SKILL: Ladders** |
| **Expected Outcome**: Safe, quick, effective use of ladders for fire suppression and rescue. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Cannot identify type, component, use or safe deployment of ladders. Fails to use ladders appropriate to situation. |
|  | Meets | Consistently identifies type, component and use of all ladders. Can select or deploy correct ladder/size for situation. Places ladder in proper position for safe use according to Dept. standards. |
|  | Above | Inspects and cleans ladders on regular basis. Identifies and reports problems requiring maintenance. |
|  | Exceptional | Is exceptionally safe and quick in use of ladders. Taps knowledge base from recruit school. May have learned and completed maintenance as a collateral duty. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **CRITICAL SKILL: EMS - Patient Management and Skills** |
| **Expected Outcome:** Demonstrating proper patient management and care using appropriate protocol. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Often unable to prioritize and determine appropriate care needed. Poor and/or slow performance of EMS skills and protocols. Does not recognize signs and symptoms indicating the need for patient care. Is not customer focused in care (i.e.. poor 'bed-side manner"). |
|  | Meets | Makes appropriate decisions regarding patient care. Has a working knowledge of the EMS equipment, inventory, and use. Complies with EMS, MD START Triage, and MCI protocol |
|  | Above | Demonstrates good patient management, even in multiple casualty situations. Becomes familiar with new equipment.Can apply appropriate protocols as indicated by the patient's condition. |
|  | Exceptional | Performs EMS procedures with high quality, speed and accuracy. Knows capabilities of local hospitals and specialty areas. Assists others in improving skills. |
| **\*Comments** (Comments supporting a DNME rating are REQUIRED.) |
| **CRITICAL SKILL: Personal Protective Equipment (PPE)** |
| **Expected Outcome**: PPE and SCBA that are readily available, properly maintained and donned to ensure maximum safety and readiness. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | PPE is not properly checked out and maintained. Employee lacks required PPE. Unable to don equipment quickly and correctly. Must be prompted to don PPE. |
|  | Meets | PPE is readily available and properly maintained. Correctly identifies use and components of SCBA. Is able to don PPE properly in a timely fashion. Dons PPE as appropriate without being directed. |
|  | Above | Regularly inspects equipment and takes appropriate steps to ensure equipment is well maintained. Assists others with PPE maintenance procedures. |
|  | Exceptional | Has studied procedures for SCBA and PPE, may assist in collateral duty of maintaining monthly inspections and cleanings. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Apparatus and Equipment Knowledge** |
| **Expected Outcome**: Rapidly mitigates situation with quick and accurate retrieval and use of equipment to its maximum capability. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Is unable to quickly retrieve and use requested equipment without help; is unfamiliar with inventory and location of equipment on apparatus. |
|  | Meets | Demonstrates knowledge of equipment location on all apparatus at their assigned station, and can use it safely and correctly. |
|  | Above | Anticipates the officer's needs; Retrieves appropriate equipment without direction. Seeks to improve skills and knowledge of equipment on variety of apparatus. |
|  | Exceptional | Expert level of knowledge and use of equipment on all types of apparatus in the County's inventory. Encourages and helps other employees to improve their skill and knowledge. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Dependability** |
| **Expected Outcome**: Ability to respond to incidents calmly and with a steady focus. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Easily becomes agitated and emotional in high-stress situations. Has difficulty following orders in critical situations. Exhibits unsafe, chaotic and unorganized actions. |
|  | Meets | Stays focused under pressure and accommodates changes quickly. Makes good decisions. Keeps emotions under control in high stress situations. |
|  | Above | Demonstrates good critical thinking and problem solving in stressful situations. |
|  | Exceptional | Can be counted on to keep others on track and calm others. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Driving-operation** |
| **Expected Outcome**: Safe driving and operation of apparatus. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Fails to consistently use due regard when responding to incidents. At fault incidents may have occurred. Other staff have complained. Driving errors observed. |
|  | Meets | Demonstrates safe, defensive, courteous driving habits, following established procedures while driving. |
|  | Above | Properly secures vehicles when parking. No "At-Fault" incidents. Serves as a role model for others. |
|  | Exceptional | Demonstrates the highest degree of consideration for the safety and welfare of the citizens, staff and apparatus. Provides assistance to others in improving driving habits. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **EMS-Communications** |
| **Expected Outcome**: Effective consultation when required by protocol. Communications with hospital staff/ECC/EMRC are concise, and organized. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Report to hospital is extremely disorganized and incomplete. Hospital staff is regularly unable to discern the patient’s condition and/or chief complaint from the provider’s verbal report. Frequently fails to use correct EMS channels. |
|  | Meets | Hospital Communications are complete and understandable. Information is given in a logical order. Orders are repeated back for verification. |
|  | Above | Hospital communications are organized, concise, and delivered at a pace that facilitates recording by ED staff. Additional information is rarely requested by hospital personnel due to the anticipation and actions of the EMS provider. |
|  | Exceptional | The EMS provider has flexibility to vary hospital reports according to the nature of the call. These reports can be extremely descriptive in nature for obscure medical problems and extremely brief and to the point for critical patients. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Forcible Entry** |
| **Expected Outcome**: Quick and safe use of forcible entry for fire suppression and rescue. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Frequently unable to gain quick entry. Takes risks and endangers others. Often fails to remove glass and debris or creates unsafe environment. Is unfamiliar with equipment. |
|  | Meets | Can describe and demonstrate various forcible entry methods. Is knowledgeable of tools and their use in forcible entry. |
|  | Above | Broad knowledge of the different types of doors, windows, entry points, and methods results in safe access to patient or fire with minimal damage. |
|  | Exceptional | Knows and uses multiple techniques for entry. Anticipates the officer's needs. Assists others in forcible entry methods voluntarily. Steps up when others are confused. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Incident Response** |
| **Expected Outcome**: Decisions are appropriate and consistent with the situation and MCFRS policy and procedures. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Fails to make adjustements based on supervisor’s direction. Fails to follow procedures. Makes the same mistakes repeatedly.  |
|  | Meets | Makes adjustments based on supervisor’s orders to meet changing siutational needs and to minimize effects.  |
|  | Above | Anticipates the unexpected. Alert to rapidly changing conditions and resources and adapts course of action accordingly. Communicates and updates the officer in a calm manner. |
|  | Exceptional | Fast, flexible responses to changing situation. Rapidly obtains and evaluates pertinent information to anticipate and prevent problems, and proposes alternative solutions. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Physical Fitness** |
| **Expected Outcome**: Physical ability to respond and perform required tasks quickly without compromise of safety. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Will not participate in physical fitness without direct order. Cannot accomplish tasks because of poor physical condition. |
|  | Meets | Quickly performs all activities. Participates in physical fitness to maintain physical ability. |
|  | Above | Participates in additional physical fitness activities to improve physical conditioning. |
|  | Exceptional | Motivates others by example to participate in physical fitness. May act as a peer fitness trainer. May participate in additional activities such as physical fitness competitions. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Return to Service** |
| **Expected Outcome**: Apparatus is maintained in a ready status. Apparatus is quickly restored to a ready status following incident response. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Frequently misses items or makes errors on check-out/stocking. Check list records are incomplete or missing. Slow to restore apparatus and must be reminded to conduct re-readiness activity. |
|  | Meets | Follows procedures and completes required forms and reports in timely manner. All issued equipment is functional and properly maintained. Supplies are inventoried and stocked. Apparatus has sufficient fuel and water reserves. |
|  | Above | Preventive maintenance is performed to prevent potential equipment and apparatus problems or failure. Helps others with check out responsibilities. |
|  | Exceptional | Make recommendations to improve apparatus status. Often looks for ways to improve the utilization of the apparatus' compartment space; considers safety factors and potential additional needed equipment. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Ropes** |
| **Expected Outcome**: Safe, effective and efficient selection and use of ropes in fire and rescue operations. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Fails to correctly select appropriate rope (utility vs. load bearing life line). Needs assistance to tie basic knots. Compromises safety in use of ropes and knots. |
|  | Meets | Selects correct rope for situation; knows basic knots. |
|  | Above | Demonstrates understanding of basic rope systems, such as mechanical-advantage systems. |
|  | Exceptional | Helps others learn knots. Can build hauling system for variety of situations. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Station Duties** |
| **Expected Outcome**: Employee's assigned area of the building and grounds of Fire Station are clean, safe and good work environment. Participates in station maintenance activities. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Rarely performs assigned station maintenance or performs assignments in an unsafe, haphazard manner. Work usually has to be redone. Needs encouragement to begin housework or has to be followed up to ensure completion |
|  | Meets | Performs all assigned station maintenance activities in a timely and appropriate manner without follow-up supervision being needed. Completed work is of an acceptable quality (areas are thoroughly cleaned, repairs are done correctly, etc.) |
|  | Above | Performs all assigned station maintenance activities in an excellent manner without supervision, and assists others in a team approach. Reports problems or potential needs of the assigned areas for future activities to the supervisor. |
|  | Exceptional | Performs all assigned station maintenance activities in an outstanding manner without supervision. Assists others, reports potential problems, and during times other than scheduled activity periods will work on unassigned activities around the station (both buildings and grounds). |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Teamwork** |
| **Expected Outcome**: Respect, acceptance, and cooperation with co-workers. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Fails to take others needs, feelings, gender, and cultural differences into consideration. Makes statements or exhibits behaviors which result in conflicts and complaints. Engages in verbal confrontations with others. |
|  | Meets | Treat co-workers with respect, e.g. does not use derogatory or demeaning terms, and respects opinions and contributions of others. Contributes to the success of the team by helping without specific direction. |
|  | Above | Focuses on performance rather than personality in relating to others. Works cooperatively and collaboratively. Shows appreciation for contributions of others. |
|  | Exceptional | Helps others to resolve conflicts and create a positive work environment. Mentors by example with outstanding performance and teamwork. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Technology, CAD, RMS, Radio and MDC** |
| **Expected Outcome**: Clear and effective use of the radio systems, Emergency Mobile Data Computer (MDC), Records Management System (RMS) and CAD for quick, appropriate incident response and transport. Keeps radios at an audible level. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Fails to use MDC and AVRR; Needs help determining correct radio channel. Slow to respond to ECC. Fails to use appropriate radio etiquette. Receives negative feedback from ECC and others. Often turns the radio's volume too low or off. |
|  | Meets | Correctly uses radio and other communication equipment (e.g. change talk groups, zones and use of EBS). Uses the State radio system as needed. Uses the MDC and AVRR standard functions correctly. Effectively uses the CAD, MDC, and RMS for information retrieval and recordation. |
|  | Above | Demonstrates understanding of advanced equipment functions and uses it to its fullest potential. Efficiently uses resources for ECC contact, hospital notification and consultation, record keeping, etc. |
|  | Exceptional | Ability to use technology enhances operational readiness and efficiency. Make recommendations to IT staff for improvements. Helps others improve their use of technology. Has an in-depth knowledge of the manual and computerized data collection and retrieval system of MCFRS. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Technology, Computer** |
| **Expected Outcome**: Effective use of automation resources such as e-mail and MCFRS On-Line for information and updates. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Violates County and MCFRS automation, Internet, intranet, and e-mail policies and procedures and directives; has large backlog of unread email. E-mail account is often over size-limit. |
|  | Meets | Complies with County internet / intranet automation policy, checks email daily / minimal number of unread messages; is knowledgeable of current information. |
|  | Above | Can use other MCFRS & County software resources. Seeks to improve skills through IT training courses. |
|  | Exceptional | Helps others to use automation tools; possesses advanced knowledge of software used by MCFRS. May teach IT training courses. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |

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| **Training** |
| **Expected Outcome**: Active participation in drills and training. Focuses on improvement of knowledge, skills, and abilities. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Will not participate in drills and training without a direct order. Lack of participation in training results in diminished job competencies. Is disruptive during training. |
|  | Meets | Actively participates in drills and training to improve all skills and abilities such as map reading, area knowledge, and equipment use. |
|  | Above | Provides input and assists with drills and training. Seeks out opportunities to attend or provide drills and training. |
|  | Exceptional | Motivates others by example to participate in drills and training. Develops and conducts drills and training. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Water Supply** |
| **Expected Outcome**: Safe, quick, and effective use of supply line initiation and expansion. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Often unable to integrate various supply lines by using adaptors. Frequent errors have been documented. |
|  | Meets | Working knowledge and proficiency of supply lines and adaptors. Can establish water supply in both rural and urban settings. |
|  | Above | Good knowledge of all types of LDH. Anticipates and is able to expand supply without direction. |
|  | Exceptional | Expert level knowledge and use of a variety of techniques/equipment to meet the specific scene needs. Can locate static water sources in numerous locations. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |

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| **Work Ethics** |
| **Expected Outcome**: A high level of independence, self-direction and persistence in the employee's commitment to excellence in team, collateral duties, and personal performance. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Will not perform tasks without constant direction and supervision. Has received repeated counseling sessions for failure to follow directions. Response to suggestions, directions, and other guidance is poor and generally not effective. Displays lack of respect for superiors, is uncooperative and/or insubordinate. |
|  | Meets | Works steadily to meet commitments with average amount of supervision. Infrequently requires prompts to follow routine procedures. Tasks are completed thoroughly and on time. Ethical and trustworthy. Response to suggestions, directions, and other guidance is appropriate. Accepts and successfully performs collateral duties as assigned. |
|  | Above | Results Oriented. Observes what needs to be done and takes appropriate action without instruction. Rarely requires prompts or direction. Uses time wisely and productively. Is able to recognize mistakes and makes necessary remediation without direction or supervision. |
|  | Exceptional | Seeks excellence in all areas. Actively seeks and makes recommendations to improve self and operations. Employee's actions reflects positively on station and department. Seeks out opportunities to enhance job knowledge, skills and abilities. Helps other employees avoid mistakes and helps others remediate without supervisor intervention. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Written Communication** |
| **Expected Outcome**: Ability to draft clear and concise written communications such as memorandums, justifications, reports, and records. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Displays insufficient knowledge of the standard forms and records required. Does not complete reports and records in an accurate, timely manner. Written work contains grammar error, and requires editing and correction to improve accuracy and completeness. |
|  | Meets | Completes all routine forms and records required. Includes a detailed written narrative on Incident reports that is informative for future use. Correct use of grammar and spelling. Uses appropriate vocabulary. Prepares accurate and understandable emails or records in a timely and complete fashion as prescribed by policy. Infrequently requires clarification or correction. |
|  | Above | Consistently completes all forms and records required of current position in a very accurate, thorough and legible manner. Always includes a very descriptive narrative on incident reports. Is familiar with the record storage and retrieval system used by the Department. Uses software tools such as grammar and spell check to insure accuracy. Writing is concise and clear. May be called upon to prepare memorandums for the officer's signature. |
|  | Exceptional | Assists with the development of procedures and publications which are easily understood by all readers. Always completes forms and reports in an extremely accurate, thorough and legible manner. Often assists and can complete incident and administrative records required of superior positions. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |

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| **Language Differential** |
| **Expected Outcome**: Employee provides service in a language other than English. |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | Citizens/patients appear not to understand despite repeated attempts. They fail to follow instructions and appear more confused and upset. |
|  | Meets | Citizens promptly comply and behave in a cooperative and relaxed manner nearly all the time. Employee makes effort to maintain language skills. |
|  | Above | Employee has received positive feedback on assistance provided. Employee seeks opportunities to enhance language skills. |
|  | Exceptional | This employee sought out to provide language assistance, even when other options are available. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |
| **Supplemental Goal** |
| **Expected Outcome**: Performance of (insert) is satisfactory when (insert). |
| **Check Performance Rating Category** | **Performance Description** |
|  | Not Applicable |
|  | Does Not Meet\* | optional: |
|  | Meets | Required description: |
|  | Above | optional: |
|  | Exceptional | optional: |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) |

Count by rating category

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| --- | --- |
| Rating Category | Count |
| Not applicable |  |
| Does Not Meet |  |
| Meets |  |
| Above |  |
| Exceptional |  |

Go to Page 1 and check the overall rating as indicated by the most frequently occurring rating category.